



"REPLACEMENT SHEET"

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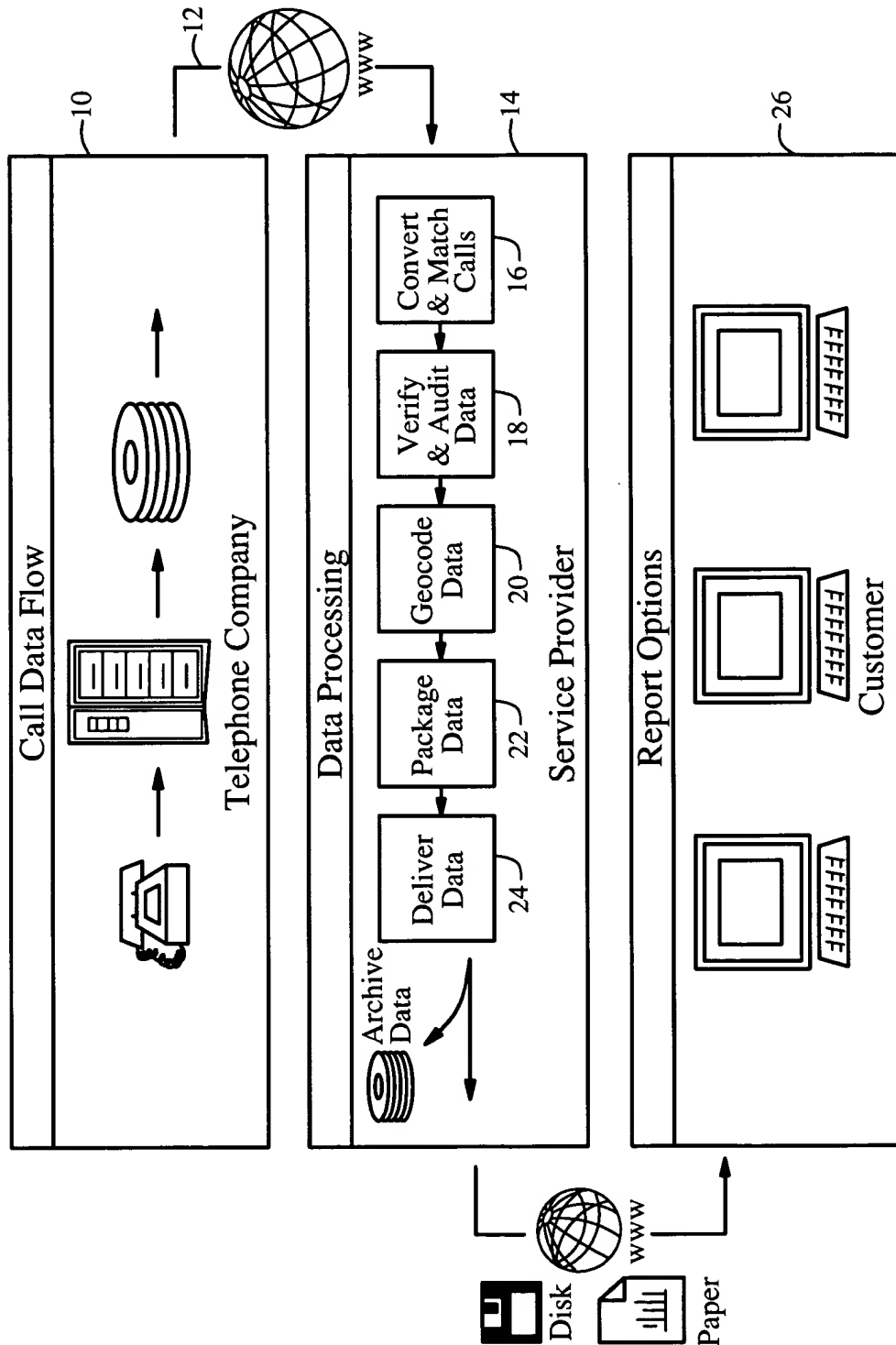


Figure 1



Title: SYSTEM AND METHOD FOR REPORTING CALLS
Inventor: Kirk C. Danzl et al.
Docket No.: 08202/1200333-US1
Serial No. 09/441,822

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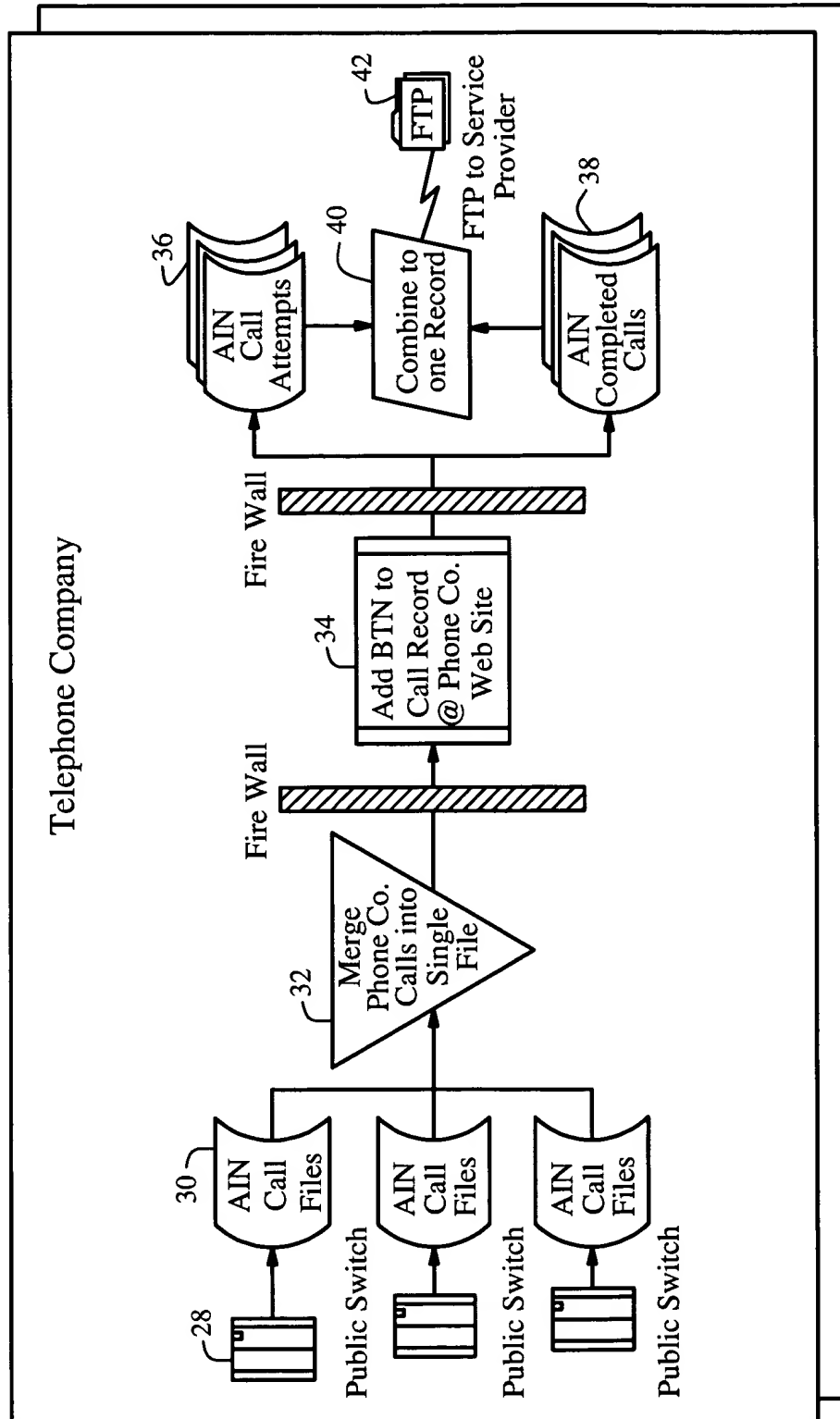


Figure 2



Title: SYSTEM AND METHOD FOR REPORTING CALLS
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RBOC ID	Vencode	Cmr_rate	Study Type	Vendor Type	btn	Line
85006c15c016	11	Cmr_sample_c	0	0	105072881861	105072527500

44

Time	Date	Calling Party	Name	Zip Code	Call Type	Response Type
6050700	819981007	105078679181	Nr	9559233503	Continue	1

50

Duration	Sec	Err Code	Busycd	Exception	Busy Cause
1	40	0	0	0	

60

Figure 3

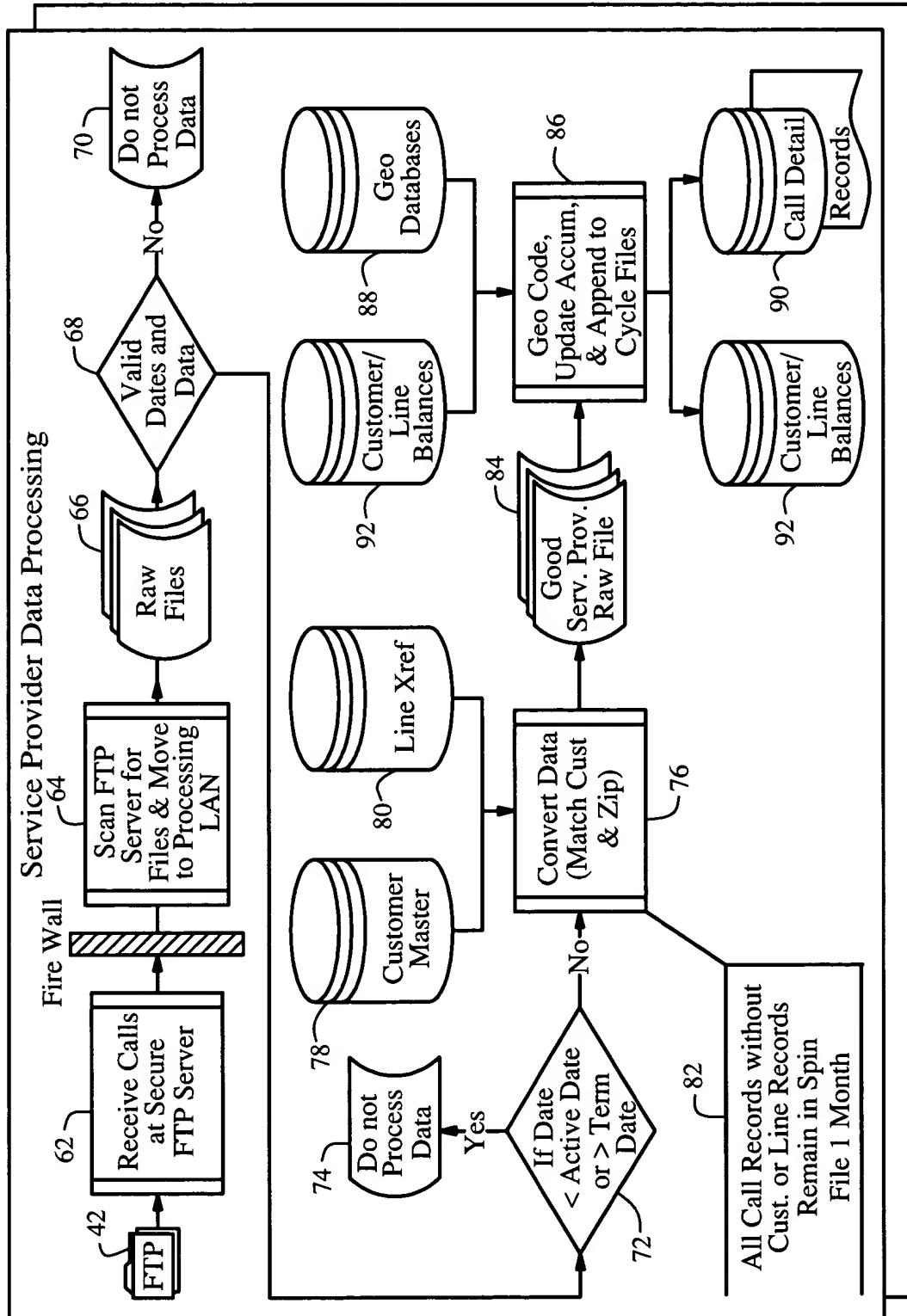
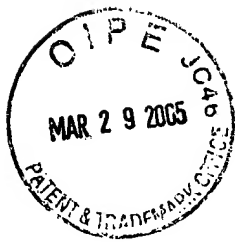


Figure 4



Title: SYSTEM AND METHOD FOR REPORTING CALLS

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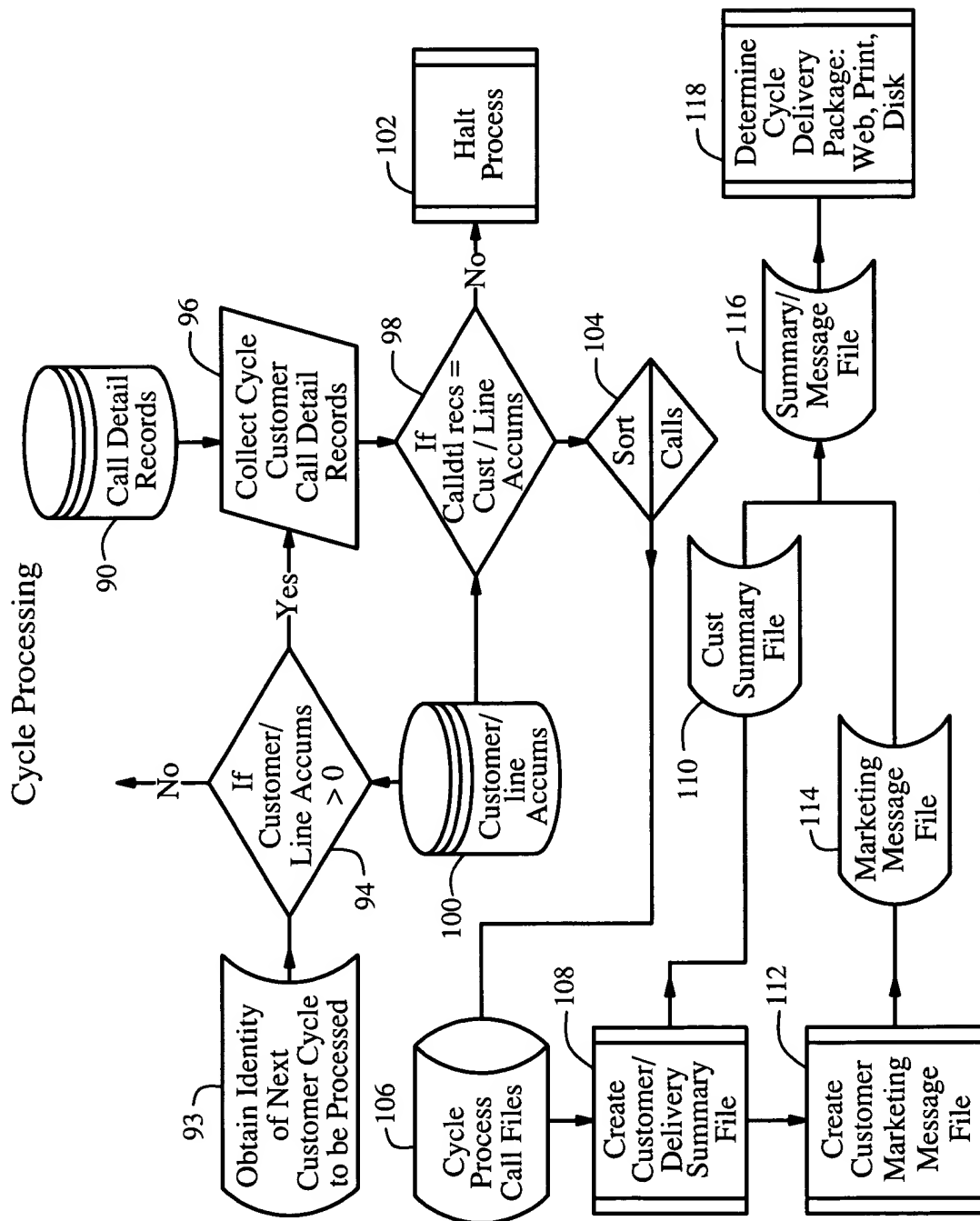


Figure 5

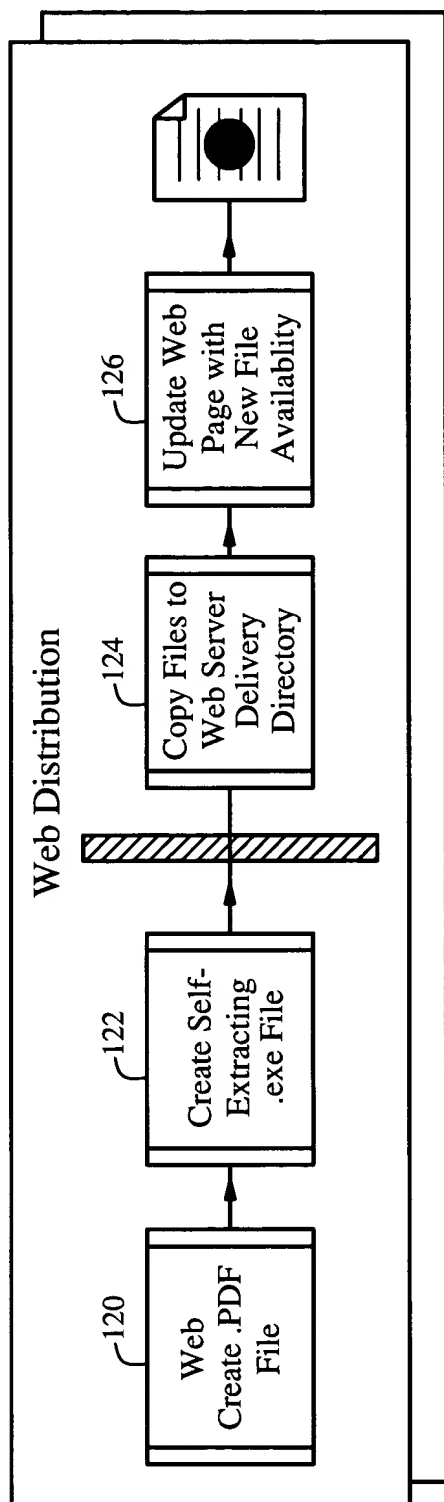


Figure 6

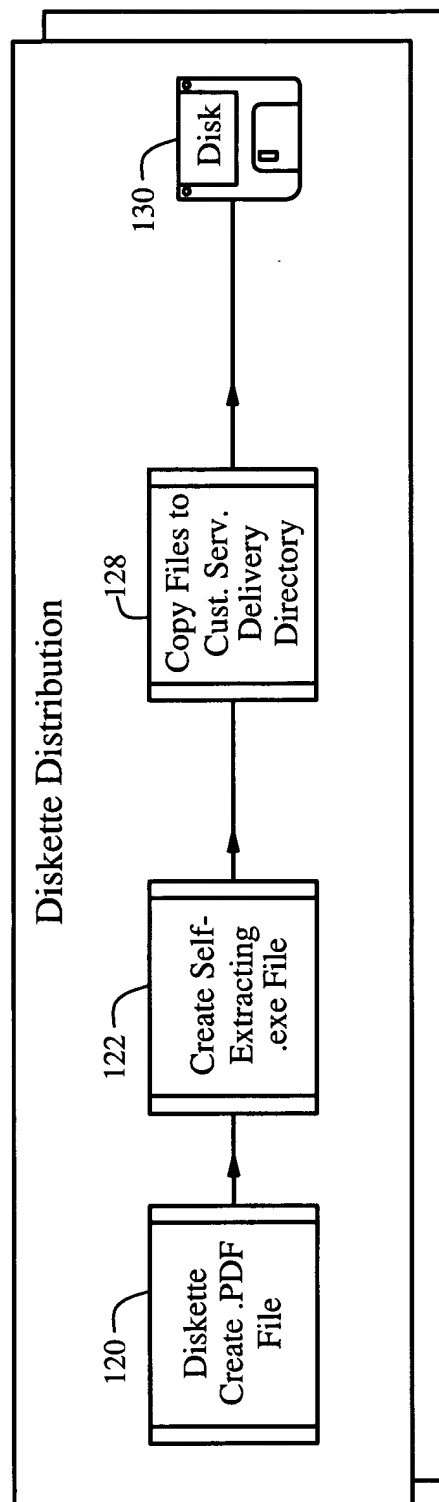


Figure 7



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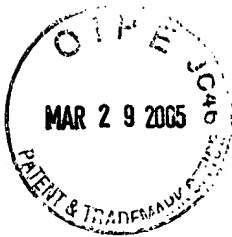
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FILE_ID	CDATE	CTIME	DN	CPN	CALL_TYPE	CALL_DISP	CALL_STAT
	8/22/98	04:18:15 PM	5135551212	9375787400	I	2	0
	8/22/98	04:18:36 PM	5135551212	8122562495	I	0	1
	8/22/98	04:32:30 PM	5135551212	7405458420	I	0	1
	8/22/98	06:39:51 PM	5135551212	1111111111	I	0	1
	8/23/98	08:55:34 AM	5135551212	5555555555	I	0	1
	8/23/98	09:09:07 AM	5135551212	1111111111	O	0	1
	8/23/98	09:52:46 AM	5135551212	1111111111	I	1	0
	8/23/98	12:22:41 PM	5135551212	1111111111	I	0	1
	8/23/98	12:48:28 PM	5135551212	5133901888	I	0	1
	8/23/98	01:41:09 PM	5135551212	6066207160	I	0	1
	8/23/98	01:53:10 PM	5135551212	9378565488	I	0	1
	8/23/98	02:17:51 PM	5135551212	1111111111	I	2	0
	8/23/98	03:32:58 PM	5135551212	1111111111	I	0	1
	8/23/98	03:47:34 PM	5135551212	5136598931	I	3	0
	8/23/98	05:30:56 PM	5135551212	7658471638	I	0	1
	8/23/98	07:16:25 PM	5135551212	9372740967	I	0	1
	8/23/98	11:09:44 PM	5135551212	1111111111	I	0	1
	8/21/98	09:06:43 AM	5135551212	6066354067	O	0	1
	8/20/98	09:17:34 AM	5135551212	6065895650	I	0	1
	8/19/98	08:33:35 AM	5135551212	6068697769	I	2	0
	8/19/98	09:05:04 AM	5135551212	6066879769	I	0	1
	8/19/98	05:22:59 PM	5135551212	6066896779	I	0	1
	8/21/98	08:55:45 PM	5135551212	6066722444	I	0	1
	8/17/98	11:59:37 AM	5135551212	6069218116	O	0	1
	8/20/98	02:43:02 PM	5135551212	6062198116	I	0	1
	8/21/98	04:59:46 PM	5135551212	6062198116	I	1	0
	8/18/98	10:21:30 AM	5135551212	6062916544	I	0	1
	8/19/98	09:26:36 AM	5135551212	6069214564	I	0	1

Figure 8

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Title: SYSTEM AND METHOD FOR REPORTING CALLS
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146	148	150	152	154	156	
CALL DUR	XACTION	CPN_NAME	POSTALCODE	LONGITUDE	LATITUDE	Q_BYTES MISC
0		Unavailable		-84.193714	39.759868	S
260		Unavailable		-85.384117	38.733633	S
200		Unavailable		-82.961757	40.232652	S
360		Unavailable		0.000000	0.000000	U
2730		Unavailable		0.000000	0.000000	U
240		Unavailable		0.000000	0.000000	U
0		Unavailable		0.000000	0.000000	U
230		Unavailable		0.000000	0.000000	U
110		Unavailable		-84.519930	39.102459	S
220		Unavailable		-84.519930	39.102459	S
100		Unavailable		-84.364952	39.623529	S
0		Unavailable		0.000000	0.000000	U
50		Unavailable		0.000000	0.000000	U
0		Unavailable		-84.519930	39.102459	S
220		Unavailable		-84.941571	40.049073	S
70		Unavailable		-84.225906	39.790287	S
2720		Unavailable		0.000000	0.000000	U
50		Unavailable	410019720	-84.419803	38.880692	A
4400		Unavailable	410058211	-84.722085	39.028344	A
0		Unavailable	410059751	-84.737297	39.075182	A
2180		Unavailable	410059751	-84.737297	39.075182	A
2850		Unavailable	410059751	-84.737297	39.075182	A
280		Unavailable	410069608	-84.369442	38.787168	A
760		Unavailable	410111135	-84.530487	39.082738	A
3450		Unavailable	410111135	-84.530487	39.082738	A
0		Unavailable	410111135	-84.530487	39.082738	A
1610		Unavailable	410111160	-84.529001	39.082483	A
710		Unavailable	410111160	-84.529001	39.082483	A

Figure 8 (Continued)



Title: SYSTEM AND METHOD FOR REPORTING CALLS
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Geocoding Logic Hierarchy

Criterion		Value
<u>CASE 1</u>		
IF	9 digit zip exists in zip field & exists in -> 9 digit zip DB	A
	otherwise 9 digit zip (1st 5 digits) exists in -> 5 digit zip DB	B
	otherwise 9 digit zip (1st 3 digits) exists in -> 3 digit zip DB	C
	otherwise npanxx of calling # field exists in -> npanxx DB	D
	otherwise npa of calling # field exists in -> nap DB	E
	otherwise use special value indicating unknown origin	F
<u>CASE 2</u>		
otherwise, IF	6, 7, or 8 digit zip exists in zip field (bad data)	
	AND npanxx of calling # field exists in -> npanxx DB	G
	otherwise npa of calling # field exists in -> nap DB	H
	otherwise use special value indicating unknown origin	I
<u>CASE 3</u>		
otherwise, IF	5 digit zip exists in zip field & exists in -> 5 digit zip DB	J
	otherwise 5 digit zip (1st 3 digits) exists in -> 3 digit zip DB	K
	otherwise npanxx of calling # field exists in -> npanxx DB	L
	otherwise npa of calling # field exists in -> nap DB	M
	otherwise use special value indicating unknown origin	N
<u>CASE 4</u>		
otherwise, IF	< 5 digit zip exists in zip field (bad data)	
	AND npanxx of calling # field exists in -> npanxx DB	P
	otherwise npa of calling # field exists in -> nap DB	Q
	otherwise use special value indicating unknown origin	R
<u>CASE 5</u>		
otherwise, IF	0 or null exists in zip field (no zip)	
	AND npanxx of calling # field exists in -> npanxx DB	S
	otherwise npa of calling # field exists in -> nap DB	T
	otherwise use special value indicating unknown origin	U



Table 1



"REPLACEMENT SHEET"

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Report Selection : Demonstration Data Set



Quick Summary

1116

Answered Calls

100

Abandoned Calls

85

Busy Calls

114

Other Calls

1415

Total Calls

Report Period

08/10/98 08/16/98 7

Start Date End Date Day in Period


Change Dates

Report Set Selection

Report Collection 10

Active Report Set

Customize Report Set

View Reports

Exit

66	0.80:00
56	0.50:00
76	0.30:00
37	0.80:00
215	0.00:00
	16.06:37

Appendix A



Title: SYSTEM AND METHOD FOR REPORTING CALLS
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August 1998						
Mon	Tue	Wed	Thu	Fri	Sat	Sun
27	28	29	30	31	1	2
3	4	5	6	7	8	9
ACTIVE Available						
17	18	19	20	21	22	23
Available						
24	25	26	27	28	29	30
31	1	2	3	4	5	6

Appendix B



Title: SYSTEM AND METHOD FOR REPORTING CALLS
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Customize Report Sets

Report Collection 10

Select

Clear

Delete

Report Sets

Reports in Sets

1

New

Copy

Rename

Incoming & Outgoing

Call Types

Select Reports

Select Telephones

Weekly View	Monthly View	Callers/Areas	Multi Location	Trends
Summary				
Usage	Summary	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Call Totals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Call Duration Distribution	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Total Call Duration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Average Call Duration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Call Types				
		Call Type by Day (Weekly Total)	<input type="checkbox"/>	<input type="checkbox"/>
		Call Type by Hour (Daily Detail)	<input type="checkbox"/>	<input type="checkbox"/>
		Call Type by Hour (Weekly Total)	<input type="checkbox"/>	<input type="checkbox"/>
		Answered Totals	<input type="checkbox"/>	<input type="checkbox"/>
		Busy Totals	<input type="checkbox"/>	<input type="checkbox"/>
		Abandoned Totals	<input type="checkbox"/>	<input type="checkbox"/>
		Other Totals	<input type="checkbox"/>	<input type="checkbox"/>

Tips

OK

Appendix C



Title: SYSTEM AND METHOD FOR REPORTING CALLS
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New ZIP Codes October 26, 1998 - November 1, 1998
 New ZIP codes discovered in the current date range ranked by answered call count

Zip Code	State	Call Count	First Call Date & Time	Last Call Date & Time	Total Duration
55402	MN	11	10/26/98 11:07:00 AM	10/30/98 02:46:00 PM	0:27:40.0
55416	MN	11	10/26/98 12:11:00 PM	10/29/98 02:37:00 PM	0:11:25.0
84111	UT	6	10/26/98 09:56:00 AM	10/28/98 02:15:00 PM	0:31:12.0
55343	MN	6	10/26/98 01:38:00 PM	10/30/98 11:57:00 AM	0:14:28.0
56304	MN	5	10/26/98 06:43:00 PM	10/28/98 05:47:00 PM	0:44:51.0
85012	AZ	4	10/27/98 05:15:00 PM	10/29/98 05:48:00 PM	0:06:14.0
55347	MN	4	10/26/98 06:51:00 AM	10/28/98 02:43:00 PM	0:02:31.0
98191	WA	3	10/26/98 10:34:00 AM	10/29/98 06:09:00 PM	0:16:07.0
55104	MN	3	10/26/98 11:48:00 AM	10/27/98 11:30:00 AM	0:03:12.0
55415	MN	3	10/27/98 05:34:00 PM	10/30/98 01:03:00 PM	0:02:17.0
80132	CO	3	10/26/98 12:57:00 PM	10/26/98 02:57:00 PM	0:01:24.0
55425	MN	2	10/26/98 04:25:00 PM	10/28/98 03:56:00 PM	0:06:05.0
98188	WA	2	10/28/98 01:26:00 PM	10/28/98 01:29:00 PM	0:05:34.0
83204	ID	2	10/30/98 11:09:00 AM	10/30/98 11:09:00 AM	0:04:48.0
55431	MN	2	10/26/98 03:59:00 PM	10/30/98 09:44:00 AM	0:03:39.0
55124	MN	2	10/27/98 02:08:00 PM	10/27/98 02:10:00 PM	0:03:07.0
55364	MN	2	10/27/98 03:50:00 PM	10/27/98 03:50:00 PM	0:00:46.0
55437	MN	2	10/28/98 05:11:00 PM	10/29/98 03:25:00 PM	0:00:29.0
55305	MN	1	10/27/98 03:20:00 PM	10/27/98 03:20:00 PM	0:09:54.0
85283	AZ	1	10/28/98 05:44:00 PM	10/28/98 05:44:00 PM	0:07:33.0
85024	AZ	1	10/27/98 05:41:00 PM	10/27/98 05:41:00 PM	0:04:06.0
80202	CO	1	10/30/98 01:36:00 PM	10/30/98 01:36:00 PM	0:03:35.0
55118	MN	1	10/30/98 08:37:00 AM	10/30/98 08:37:00 AM	0:03:17.0
97401	OR	1	10/29/98 02:13:00 PM	10/29/98 02:13:00 PM	0:02:32.0
80206	CO	1	10/28/98 10:09:00 AM	10/28/98 10:09:00 AM	0:02:02.0
68144	NE	1	10/28/98 03:14:00 PM	10/28/98 03:14:00 PM	0:01:51.0
55391	MN	1	10/28/98 05:36:00 PM	10/28/98 05:36:00 PM	0:01:48.0
55011	MN	1	10/26/98 02:30:00 PM	10/26/98 02:30:00 PM	0:01:47.0
85255	AZ	1	10/27/98 05:55:00 PM	10/27/98 05:55:00 PM	0:01:22.0
99216	WA	1	10/30/98 11:29:00 AM	10/30/98 11:29:00 AM	0:01:11.0
97204	OR	1	10/26/98 02:08:00 PM	10/26/98 02:08:00 PM	0:00:57.0
55113	MN	1	10/26/98 03:59:00 PM	10/26/98 03:59:00 PM	0:00:43.0
68102	NE	1	10/26/98 12:05:00 PM	10/26/98 12:05:00 PM	0:00:41.0
98004	WA	1	10/30/98 03:32:00 PM	10/30/98 03:32:00 PM	0:00:41.0
55422	MN	1	10/26/98 11:12:00 AM	10/26/98 11:12:00 AM	0:00:20.0
55102	MN	1	10/27/98 11:47:00 AM	10/27/98 11:47:00 AM	0:00:07.0
55427	MN	1	10/26/98 04:09:00 PM	10/26/98 04:09:00 PM	0:00:06.0
55404	MN	1	10/26/98 04:26:00 PM	10/26/98 04:26:00 PM	0:00:05.0
55420	MN	1	10/26/98 10:05:00 AM	10/26/98 10:05:00 AM	0:00:03.0

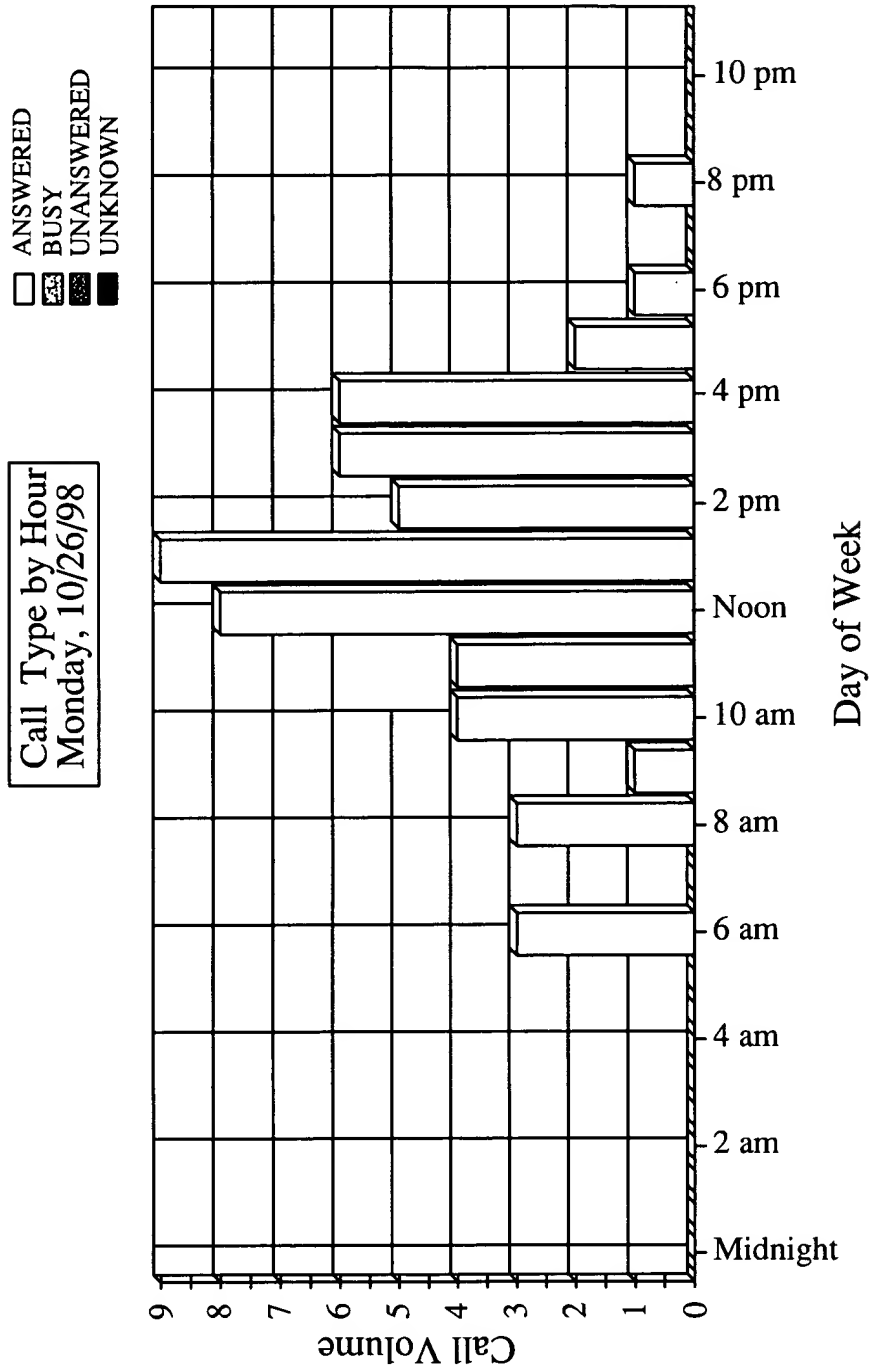
Appendix D



Title: SYSTEM AND METHOD FOR REPORTING CALLS
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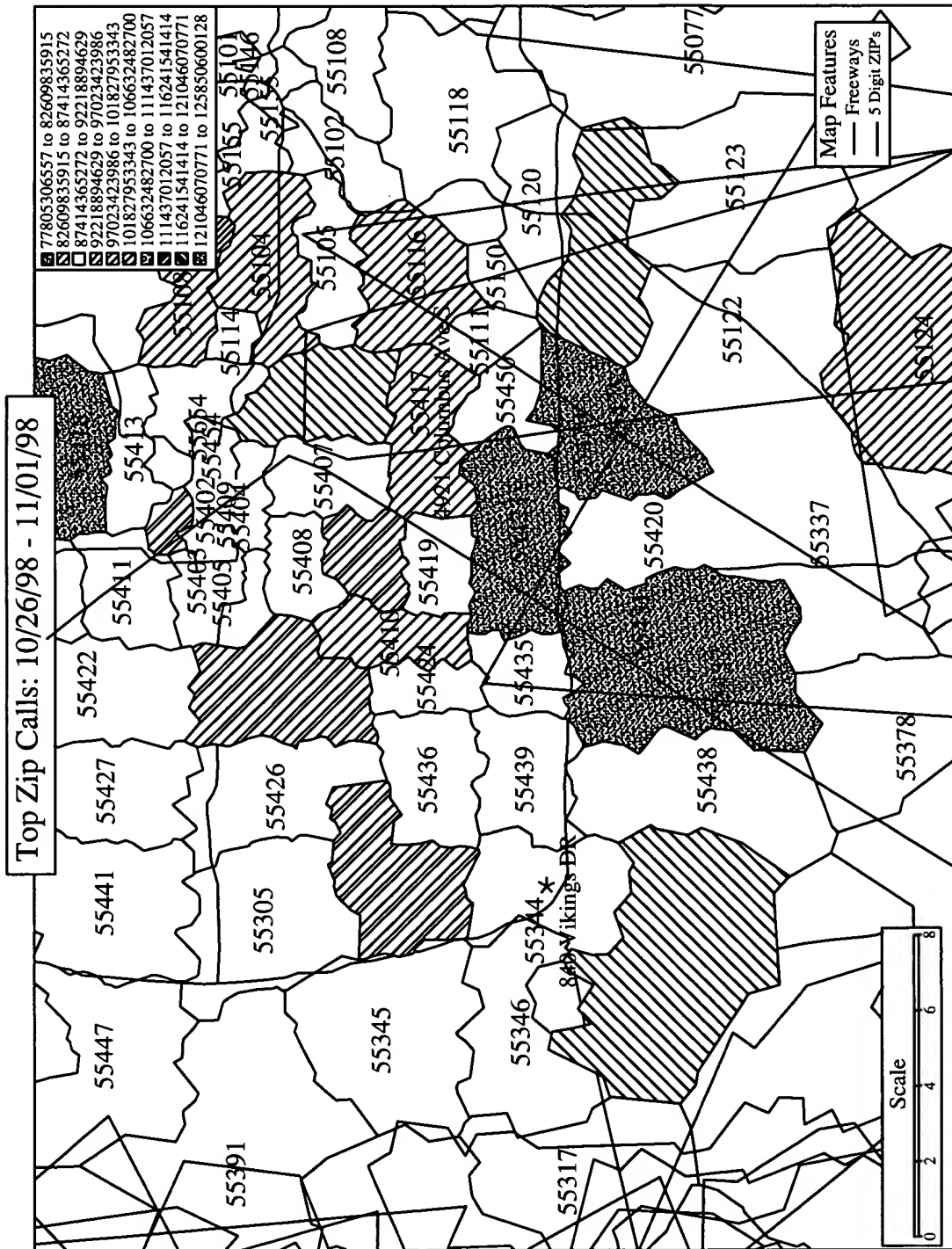
Appendix E



Title: SYSTEM AND METHOD FOR REPORTING CALLS
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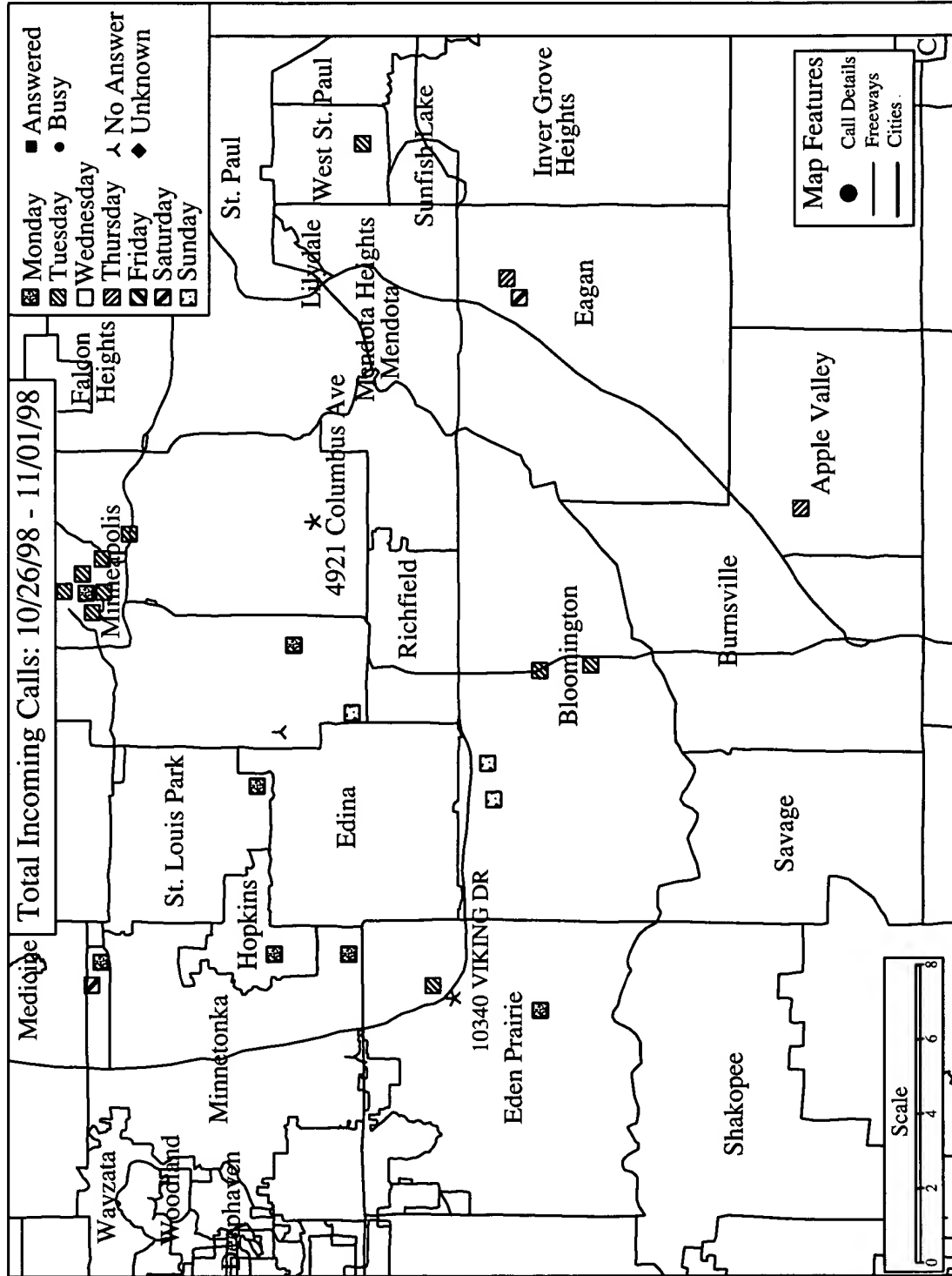
Appendix F



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Appendix G